Amadeus Ferry
User Manual

Amadeus Ferry - Version 2.0 - Color Line
2004-04-13

Version 1.0 13APR04

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General information

All yellow fields are mandatory and must be filled in.

Buttons, icons and menus

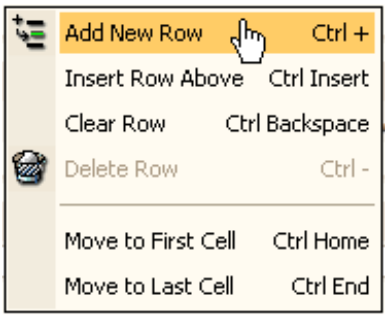
The following icons are used throughout the application:

by clicking on the down arrows next to the fields, or use the down arrow ( ) , you will get a menu to choose from.

is used to display a list of car makes with dimensions. You can use down arrow ( ) here as well. This button is also used for the rate code/tariff list in the options area.

by clicking on the calendar icon next to dates you will get a 3-month calendar.

This button will give you a menu to choose from. Either add one more row for the selected service, insert row above, clear row, delete row, move to first or last cell, by choosing from this menu:

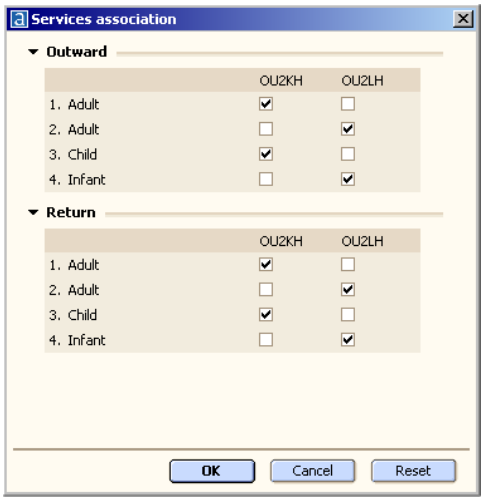

Add New Row Ctrl +
Insert Row Above Ctrl Insert
Clear Row Ctrl Backspace
Delete Row Ctrl -
Move to First Cell Ctrl Home
Move to Last Cell Ctrl End

You may also get the same menu by right clicking inside one of the cells. All the choices may also be achieved by using the keyboard (see coding in the menu) and page 5.

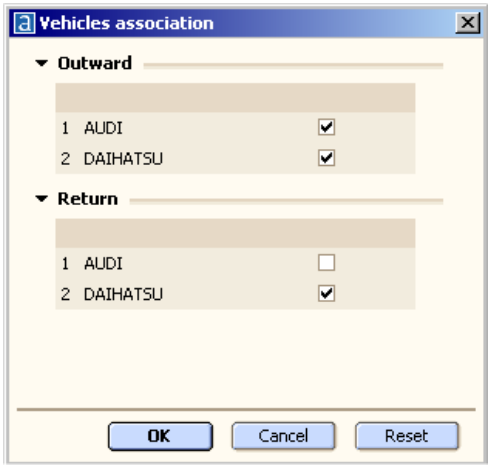
You can either type the required number or use the arrows (or) to increase/decrease the number.

By clicking on the **MAGNIFYING GLASS** you will get a list of available services for the type of service connected to the field (cabins, hotel packages).

By clicking on this button (placed on the top right hand side of the service in question) you can associate the service to one or more of the passengers. You will get an overview of the service selected with the total number of passengers and can specify which person has what service, for which leg of the journey:



Additionally vehicles can be linked to specific legs of the journey by using the same button:



To reset all fields and start over from the beginning of the workflow, click **RESET**.

Use of the keyboard

You can use the **TABULATOR** key to move from field to field when filling in the information.

Instead of clicking on the button, you can use the down arrow key (↓) to display the menu for each field.

Hitting the **ENTER** key or the **TABULATOR** key after choosing from the menu will fill the box. One more hit on the **TABULATOR** key will move to the next field. **CTRL** + **RIGHT ARROW** (→) can be used instead of **TABULATOR** to move to the next field.

SHIFT + **TABULATOR** (or **CTRL** + **LEFT ARROW** (←)) can be used to move to the previous field.

CTRL + **HOM**E will place the cursor in the first field of the section you are working with.

CTRL + **END** will place the cursor in the last field of the section you are working with.

CTRL + – may be used to delete the entire row.

CTRL + **BACKSPACE** may be used to clear the entire row, to reenter all the information from scratch.

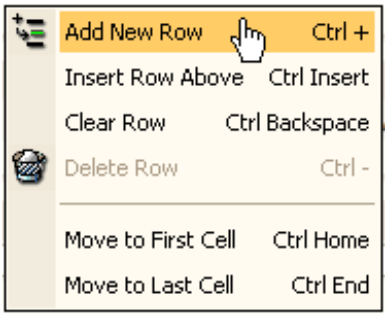
CTRL + + can be used to add one more row of service.

CTRL + **INSERT** can be used to add one more row above the row where the cursor is placed.

CTRL + **DOWN ARROW** (↓) can be used to move to the field below.

CTRL + **UP ARROW** (↑) can be used to move to the field above.

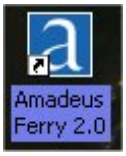
By right clicking in a field you will get this menu:


Add New Row Ctrl +
Insert Row Above Ctrl Insert
Clear Row Ctrl Backspace
Delete Row Ctrl -
Move to First Cell Ctrl Home
Move to Last Cell Ctrl End

By selecting from the menu and hitting **ENTER** you achieve the same as by using the keyboard actions above (and described in the dialogue box).

To start the Amadeus Ferry application

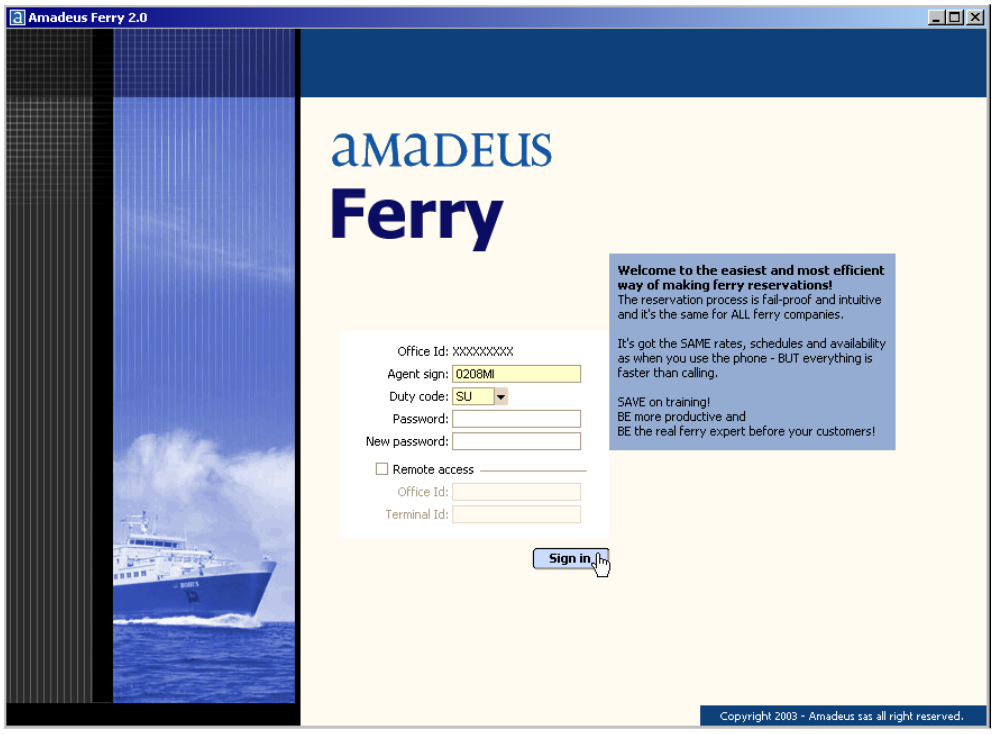
Click on the **AMADEUS FERRY**-icon you now have on your desk top:



Sign in to Amadeus Ferry

You need to sign in with your Amadeus sign in code. The yellow fields are mandatory. If you do not require password normally, you do not require password in Amadeus Ferry either.

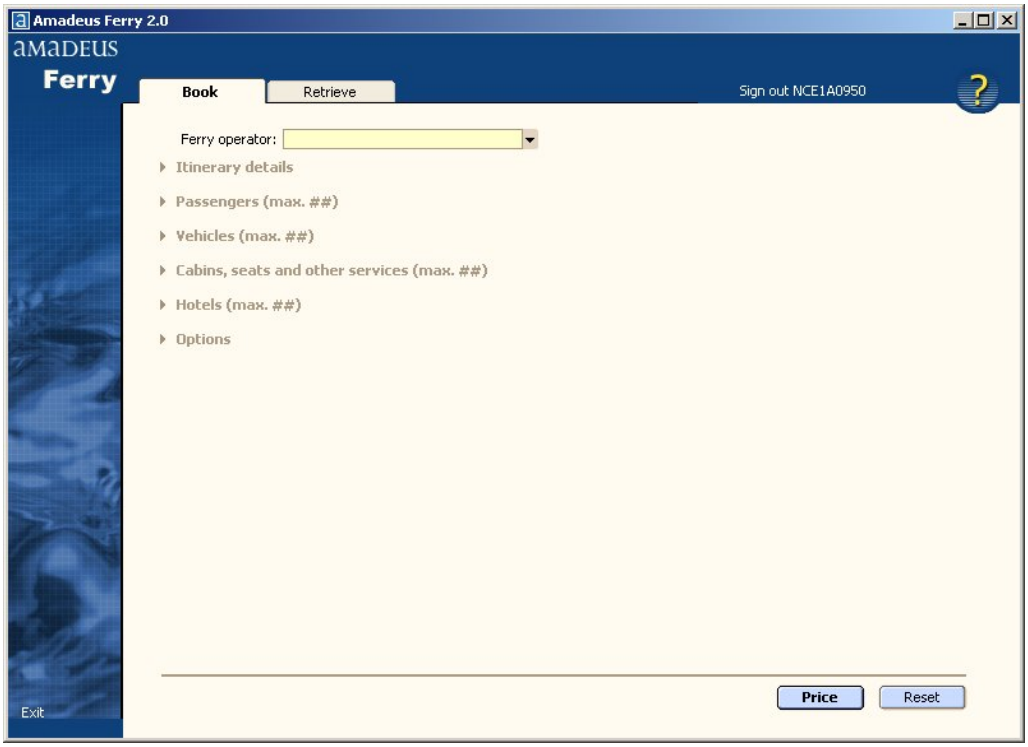
Select duty code from the drop down list shown when clicking on the down arrow button.

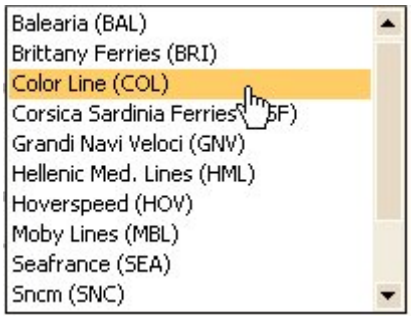

Amadeus Ferry 2.0
amadeus
Ferry
Welcome to the easiest and most efficient way of making ferry reservations!
The reservation process is fail-proof and intuitive and it's the same for ALL ferry companies.
It's got the SAME rates, schedules and availability as when you use the phone - BUT everything is faster than calling.
SAVE on training!
BE more productive and
BE the real ferry expert before your customers!
Office Id: XXXXXXXXX
Agent sign: 0208MI
Duty code: SU
Password:
New password:
Remote access
Office Id:
Terminal Id:
Sign in
Copyright 2003 - Amadeus sas all right reserved.

Click on the **SIGN IN** button.

Booking

To select ferry provider from the menu, click on the down arrow button.

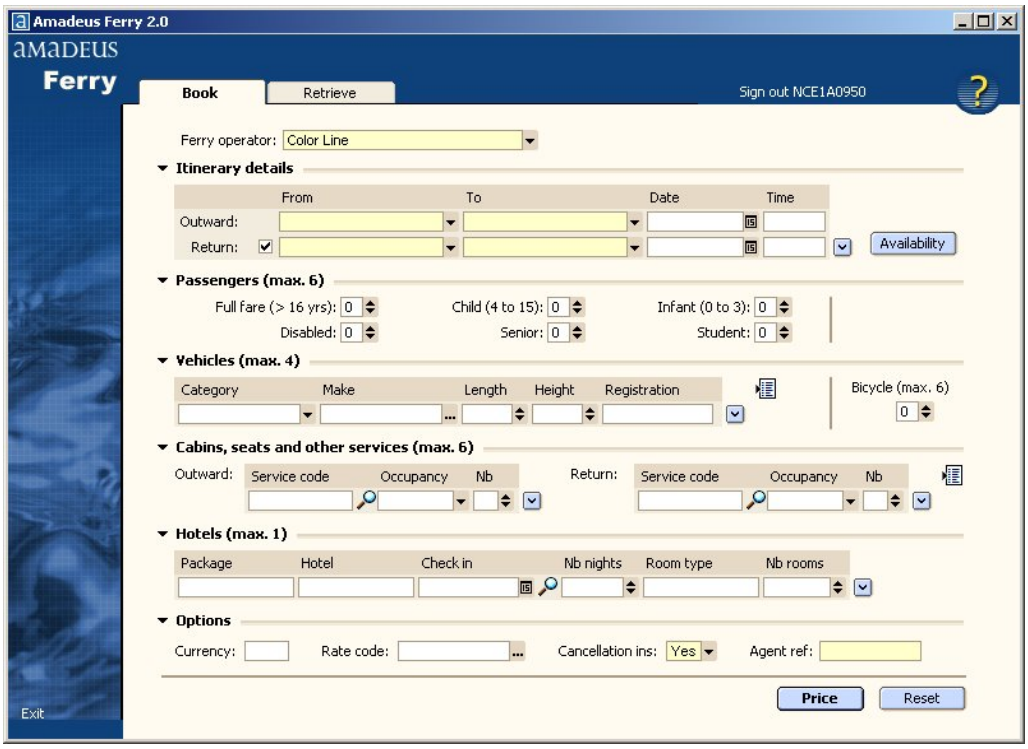




The next time you use the Amadeus Ferry application the last provider used will be selected by default.

Fill out all travel details – quick booking

When the provider has been selected, you will automatically move to the booking screen:



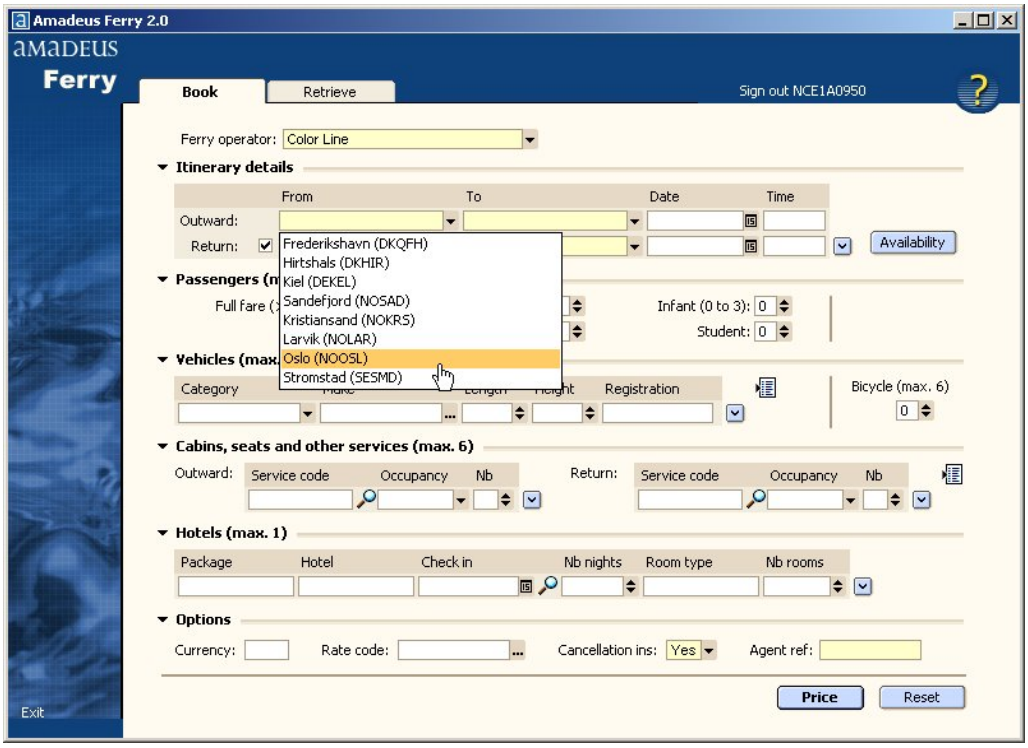
You may fill out all the details directly if you have the codes for the ports, the dates and the times. Then you may insert number of passengers and choose the additional services required, as well as entering valid cabin/seat codes etc.

You may then go directly to pricing by clicking on

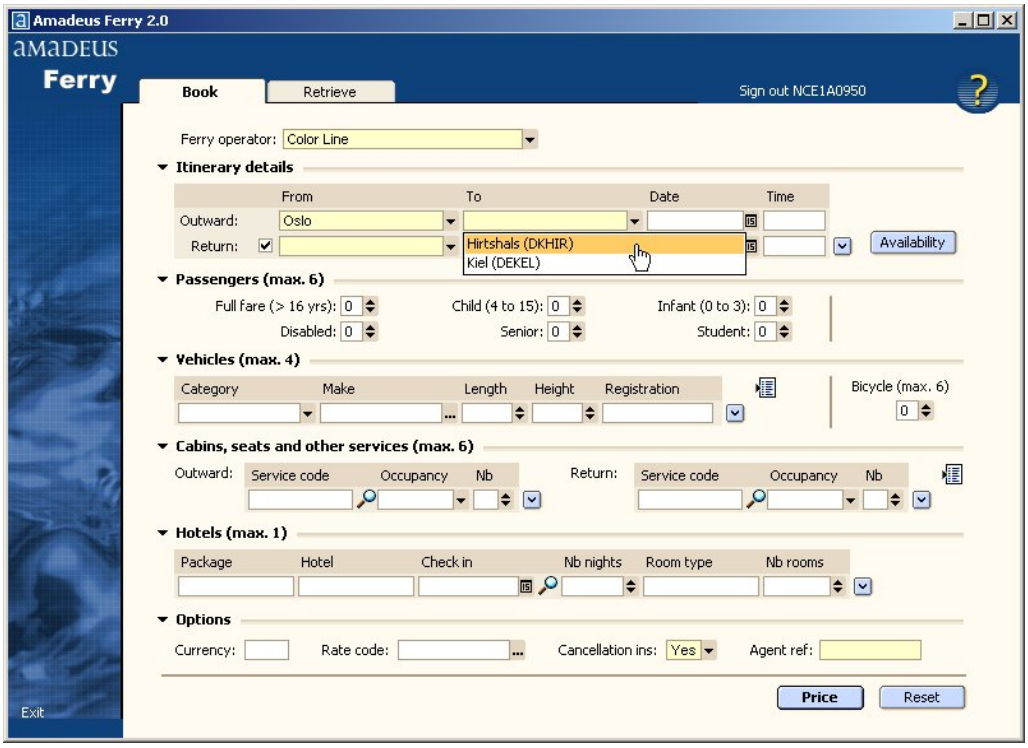
If any required details are missing you will be reminded by the system. If the dates/times are not correct you will get an availability display by default.

Fill out all travel details – follow the workflow step by step

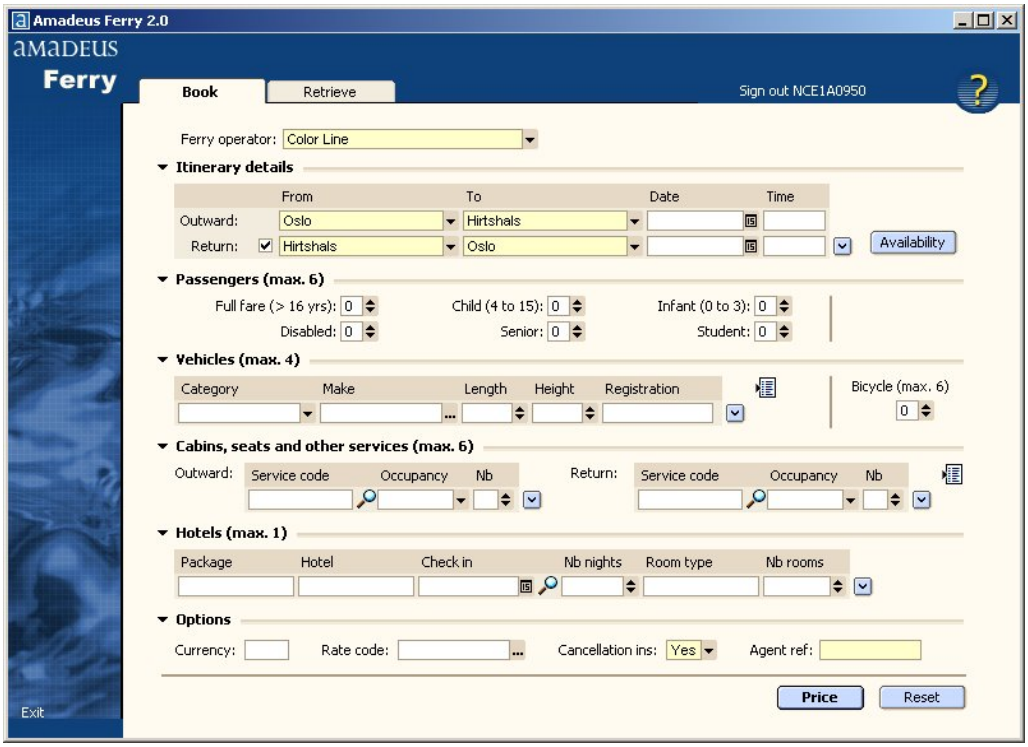
You now need to select point of origin for the outbound journey. Click on the down arrow to get the ”from” menu, and select from the menu.



Select the destination by choosing from the ”to” menu in the same way.



The system automatically populates the return fields.

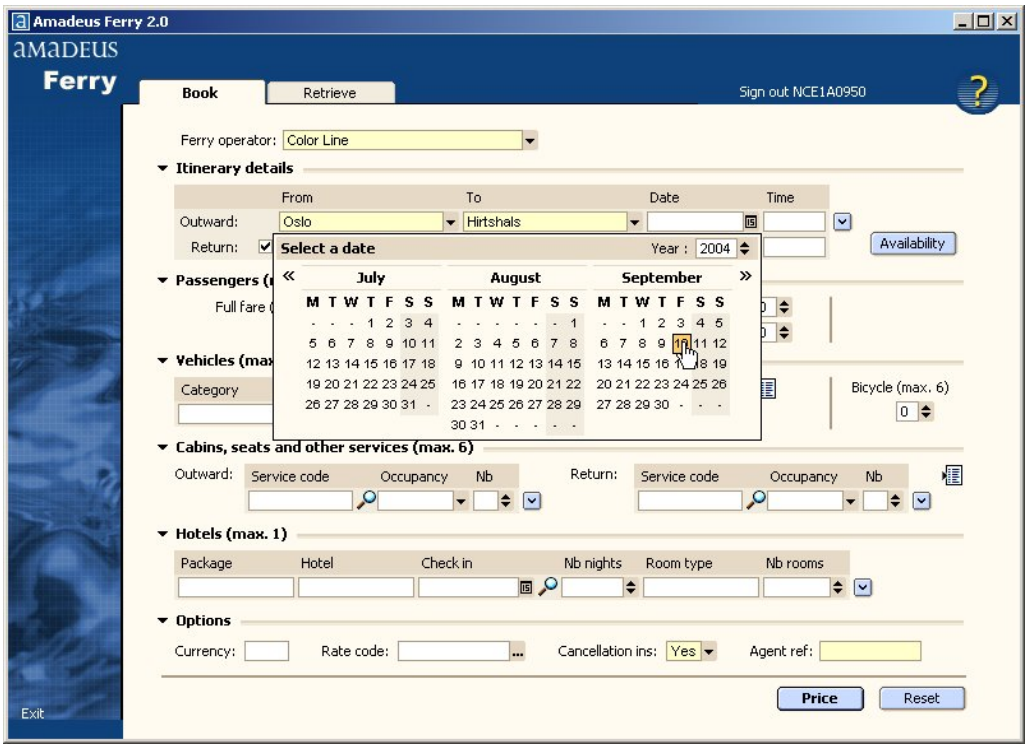


If only a one way journey the ☑ indicating a return journey must be removed. The fields will be inactivated when the return box is not ticked Return: ☐.

If indeed a return journey, leave it as it is.

Enter travel date

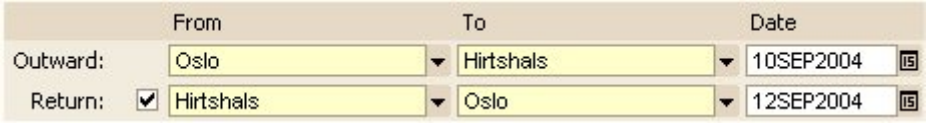
Then enter date for the outbound journey by clicking on the calendar button next to the date, and selecting the date:



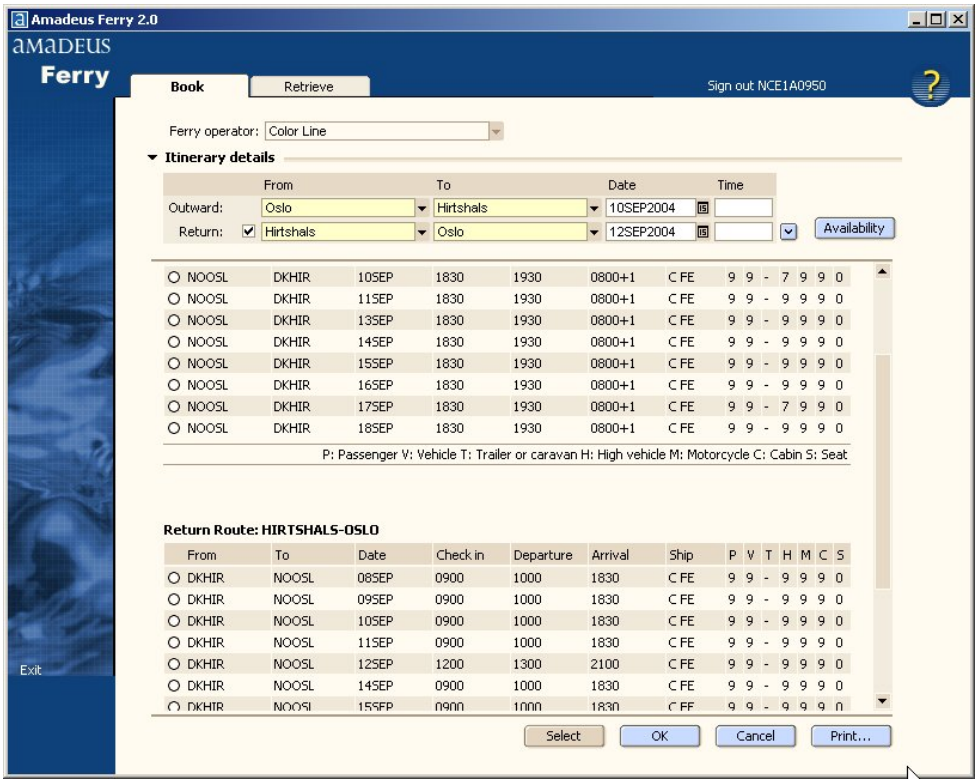
Fill in travel date for the return journey in the same way.

Display availability

The dates are filled in the appropriate fields:

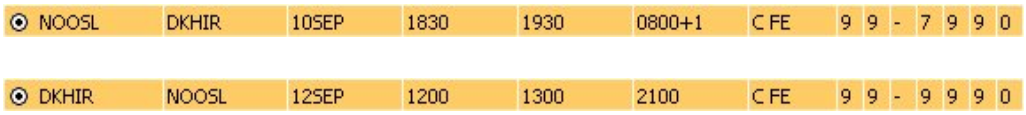


Click on the **AVAILABILITY** button to get actual availability:

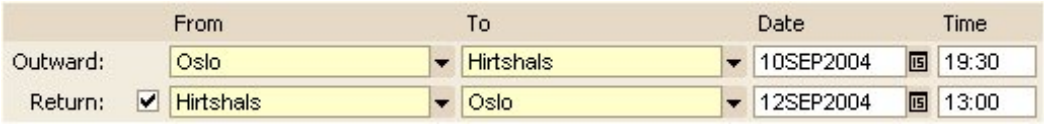

Amadeus Ferry 2.0
amadeus
Ferry
Book
Retrieve
Sign out NCE1A0950
Ferry operator: Color Line
Itinerary details
From
To
Date
Time
Outward:
Oslo
Hirtshals
10SEP2004
Return:
Hirtshals
Oslo
12SEP2004
Availability
NOOSL DKHIR 10SEP 1830 1930 0800+1 C FE 9 9 - 7 9 9 0
NOOSL DKHIR 11SEP 1830 1930 0800+1 C FE 9 9 - 9 9 9 0
NOOSL DKHIR 13SEP 1830 1930 0800+1 C FE 9 9 - 9 9 9 0
NOOSL DKHIR 14SEP 1830 1930 0800+1 C FE 9 9 - 9 9 9 0
NOOSL DKHIR 15SEP 1830 1930 0800+1 C FE 9 9 - 9 9 9 0
NOOSL DKHIR 16SEP 1830 1930 0800+1 C FE 9 9 - 9 9 9 0
NOOSL DKHIR 17SEP 1830 1930 0800+1 C FE 9 9 - 7 9 9 0
NOOSL DKHIR 18SEP 1830 1930 0800+1 C FE 9 9 - 9 9 9 0
P: Passenger V: Vehicle T: Trailer or caravan H: High vehicle M: Motorcycle C: Cabin S: Seat
Return Route: HIRTSHALS-OSLO
From To Date Check in Departure Arrival Ship P V T H M C S
DKHIR NOOSL 08SEP 0900 1000 1830 C FE 9 9 - 9 9 9 0
DKHIR NOOSL 09SEP 0900 1000 1830 C FE 9 9 - 9 9 9 0
DKHIR NOOSL 10SEP 0900 1000 1830 C FE 9 9 - 9 9 9 0
DKHIR NOOSL 11SEP 0900 1000 1830 C FE 9 9 - 9 9 9 0
DKHIR NOOSL 12SEP 1200 1300 2100 C FE 9 9 - 9 9 9 0
DKHIR NOOSL 14SEP 0900 1000 1830 C FE 9 9 - 9 9 9 0
DKHIR NOOSL 15SEP 0900 1000 1830 C FE 9 9 - 9 9 9 0
Exit
Select
OK
Cancel
Print...

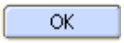
Select from availability and book

Click on the dates you would like to book:

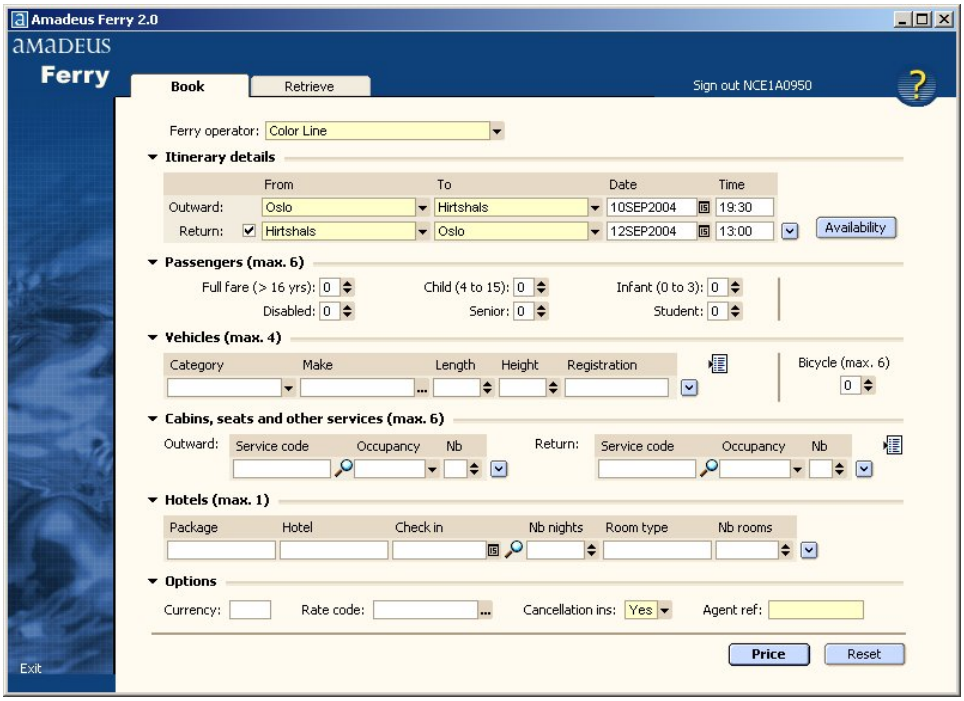


And then click on the **SELECT** button to fill in the times:

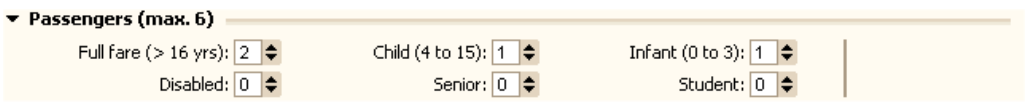




And then click on the **OK** button to finally select, which takes you back to the booking dialogue:



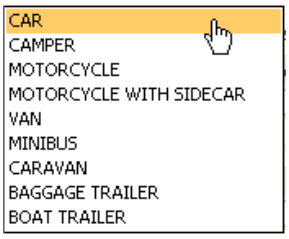
Enter number of passengers and passenger types



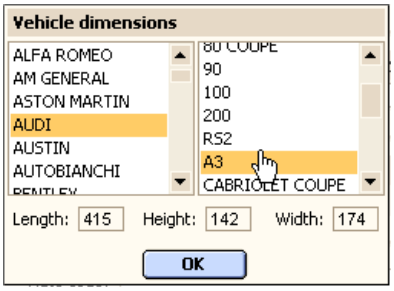
Fill in with number of passengers for each type of passenger, or use the arrow up/down button to increase/decrease number.

Enter vehicle category and make

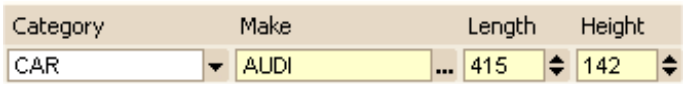
Use the dropdown menu for category to select type of vehicle.



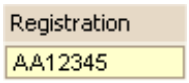
Use the drop-down menu for make to select make and type within category (the information is mandatory).



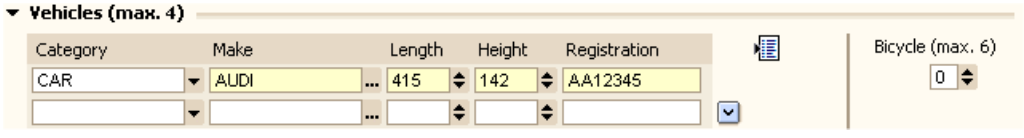
When the selections have been made the length and height of the vehicle is filled in from the tables stored in the system:



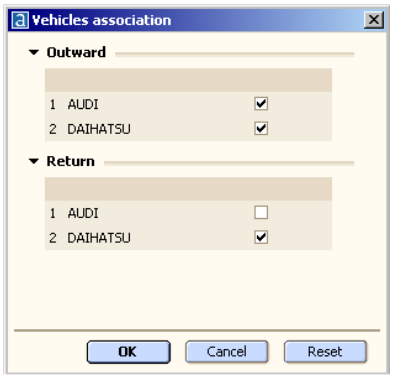
Fill in registration number (mandatory):

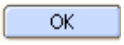


You can add more rows if more vehicles should be entered.



You can also associate the vehicle(s) to specific legs of the journey when all the details have been entered.

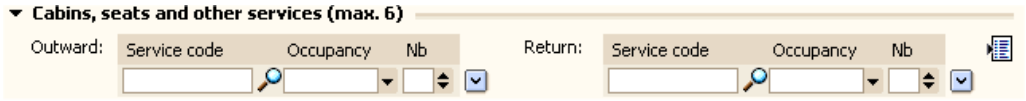




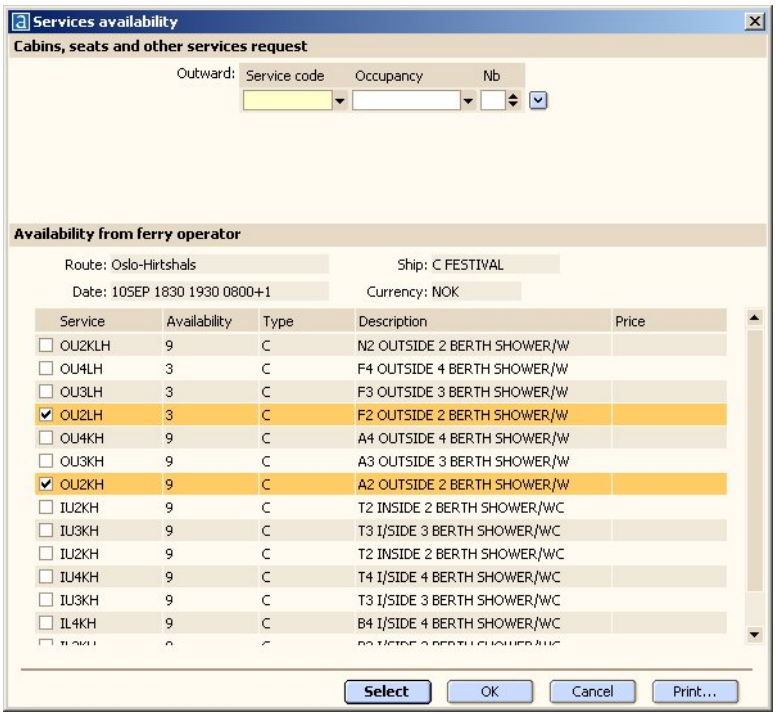
When the selection has been made, click **OK**.

Book cabin

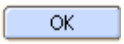
Click on the **MAGNIFYING GLASS** to see available cabin types (per leg):



Choose cabin(s) from the list:


Services availability
Cabins, seats and other services request
Outward:
Service code
Occupancy
Nb
Availability from ferry operator
Route: Oslo-Hirtshals
Ship: C FESTIVAL
Date: 10SEP 1830 1930 0800+1
Currency: NOK
Service
Availability
Type
Description
Price
OU2KLH 9 C N2 OUTSIDE 2 BERTH SHOWER/W
OU4LH 3 C F4 OUTSIDE 4 BERTH SHOWER/W
OU3LH 3 C F3 OUTSIDE 3 BERTH SHOWER/W
OU2LH 3 C F2 OUTSIDE 2 BERTH SHOWER/W
OU4KH 9 C A4 OUTSIDE 4 BERTH SHOWER/W
OU3KH 9 C A3 OUTSIDE 3 BERTH SHOWER/W
OU2KH 9 C A2 OUTSIDE 2 BERTH SHOWER/W
IU2KH 9 C T2 INSIDE 2 BERTH SHOWER/WC
IU3KH 9 C T3 I/SIDE 3 BERTH SHOWER/WC
IU2KH 9 C T2 INSIDE 2 BERTH SHOWER/WC
IU4KH 9 C T4 I/SIDE 4 BERTH SHOWER/WC
IU3KH 9 C T3 I/SIDE 3 BERTH SHOWER/WC
IL4KH 9 C B4 I/SIDE 4 BERTH SHOWER/WC
Select
OK
Cancel
Print...

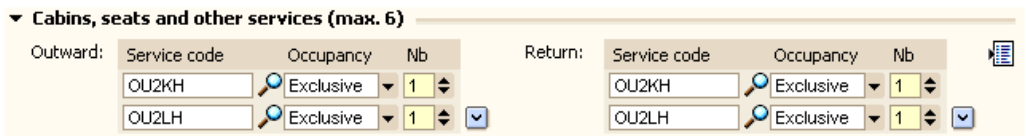
Click on **SELECT** and the service codes and numbers are populated into the appropriate fields:



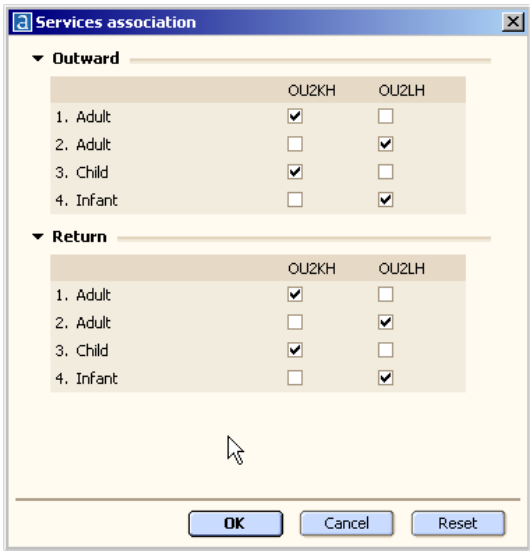
Finally click **OK** to confirm and close the window.

Repeat the same procedure for the return leg, if applicable.

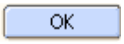
If necessary add more rows and repeat the above procedure for each applicable leg.



If more than one cabin or service has been selected you need to associate the service to passengers and/or legs:

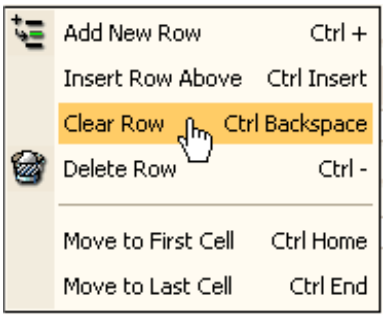


Associate each service to passenger/leg by clicking in the appropriate boxes.



Finally click OK to confirm and close the window.

To clear a row, or delete a row which is not needed, right click in one of the cells in the row and select **CLEAR ROW** or **DELETE ROW**:


Add New Row Ctrl +
Insert Row Above Ctrl Insert
Clear Row Ctrl Backspace
Delete Row Ctrl -
Move to First Cell Ctrl Home
Move to Last Cell Ctrl End

The same can also be achieved by using the keyboard (as specified in the dialogue box).

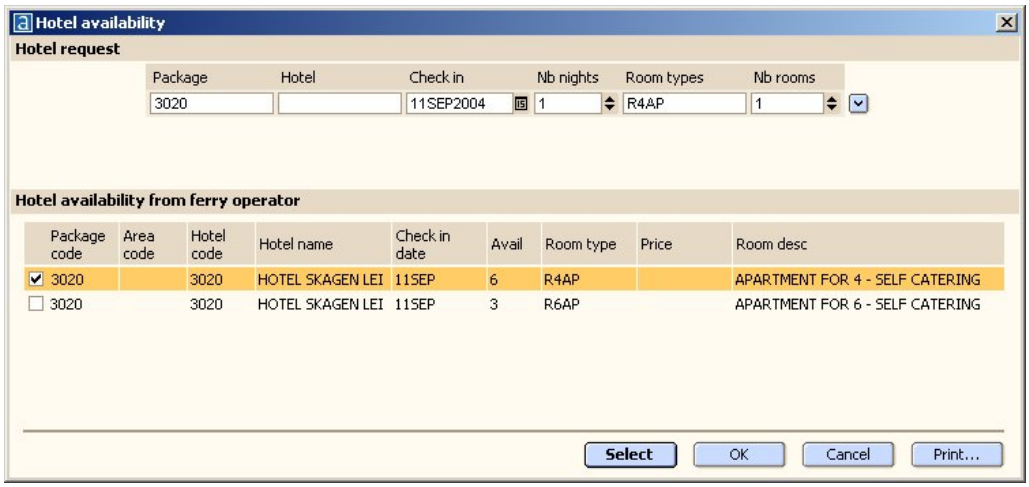
Book hotel package

Fill in the appropriate package number, check in date and number of nights.

You may use the **CALENDAR** button to select in date

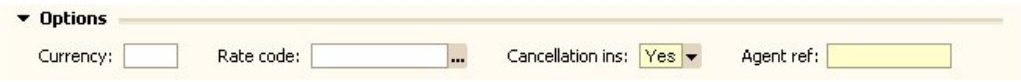
Click on the **MAGNIFYING GLASS** to view the hotel offering matching the selected package and dates.

Select the required service from the displayed list, click on the SELECT button and the service codes are populated into the appropriate field:



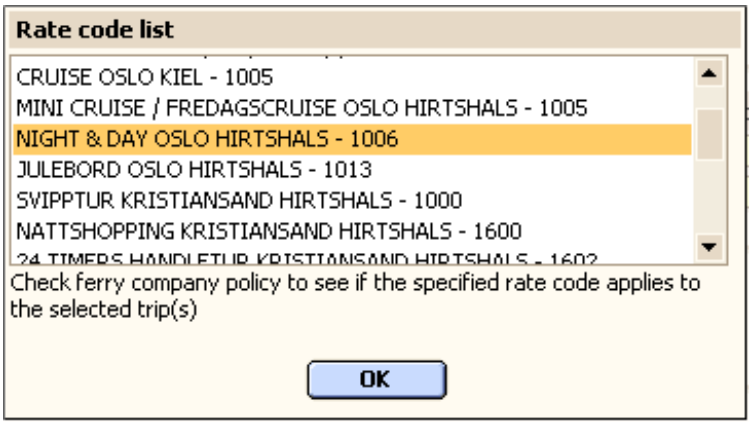
Finally click OK to confirm and close the window.

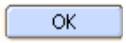
Options



Rate codes/special tariffs

... Display list of rate codes/special tariffs:

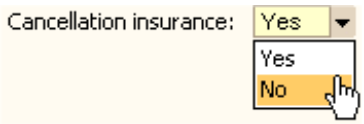

Rate code list
CRUISE OSLO KIEL - 1005
MINI CRUISE / FREDAGSCRUISE OSLO HIRTSHALS - 1005
NIGHT & DAY OSLO HIRTSHALS - 1006
JULEBORD OSLO HIRTSHALS - 1013
SVIPPTUR KRISTIANSAND HIRTSHALS - 1000
NATTSHOPPING KRISTIANSAND HIRTSHALS - 1600
Check ferry company policy to see if the specified rate code applies to the selected trip(s)
OK



Select rate code/tariff and click on the **OK** button. Also check the ferry company's policy to see if the specified rate code applies to the selected trip(s).

Cancellation Insurance

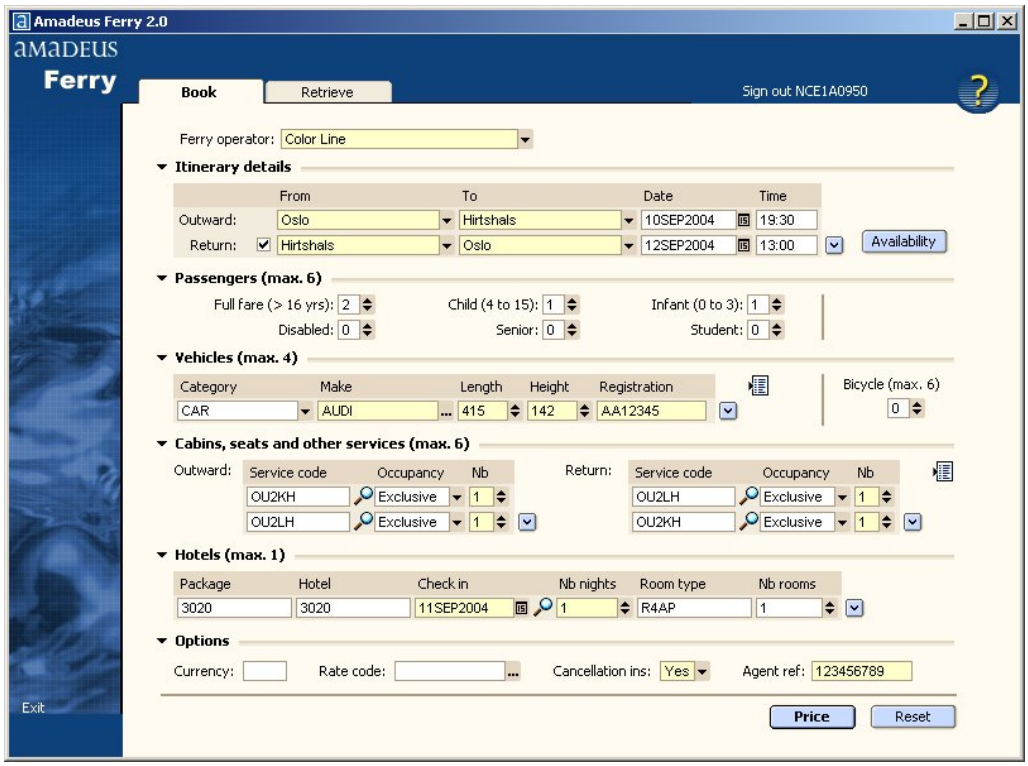
Cancellation insurance is set to yes by default. If the customer either does not want cancellation insurance or have one already, you have to select **NO** in that field:



Agent reference

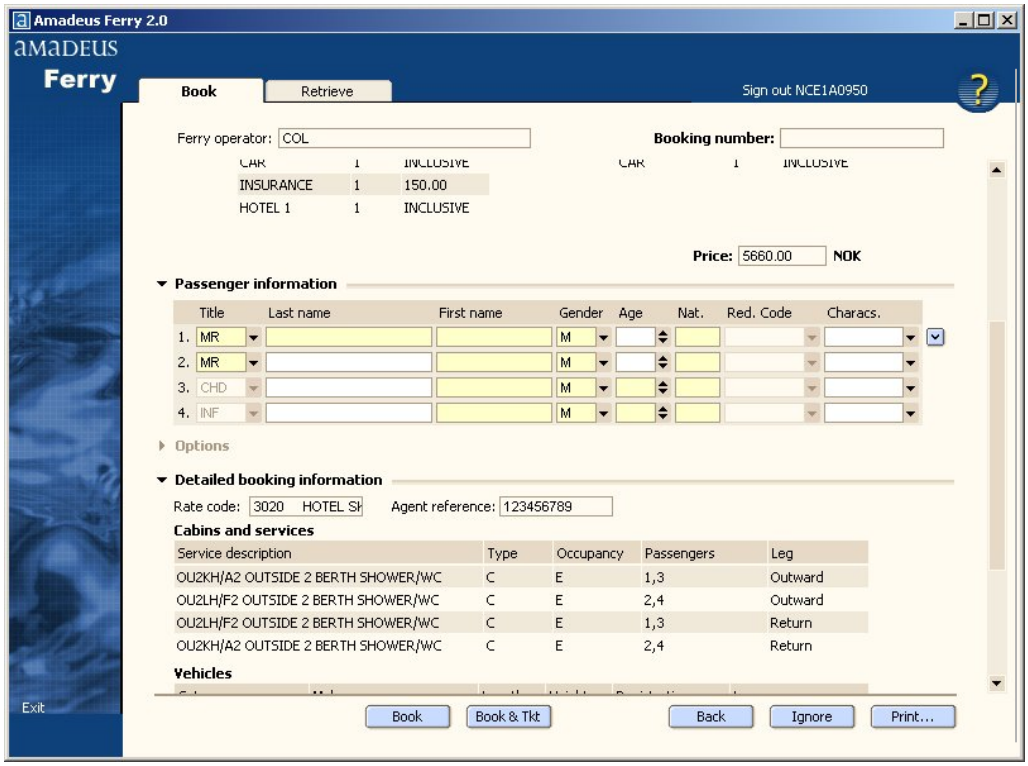
Agent reference is mandatory:

Pricing

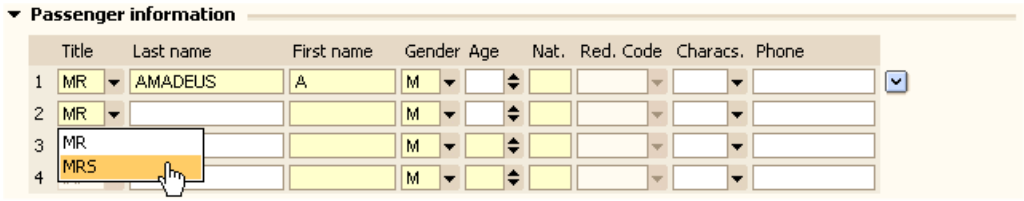


Click on the **PRICING** button.

When the information exceeds one page you need to use the scroll bar to see all information in the pricing window.

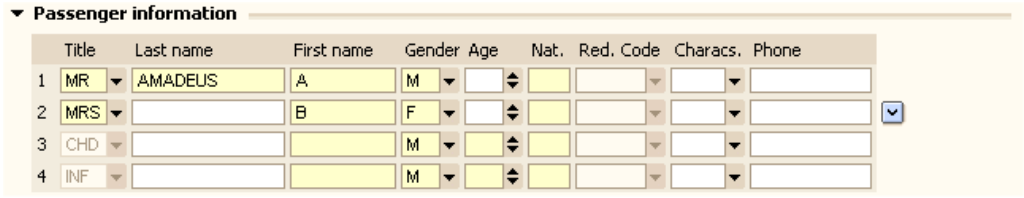


Enter names in the booking



Only one surname is necessary if all passengers have the same surname.

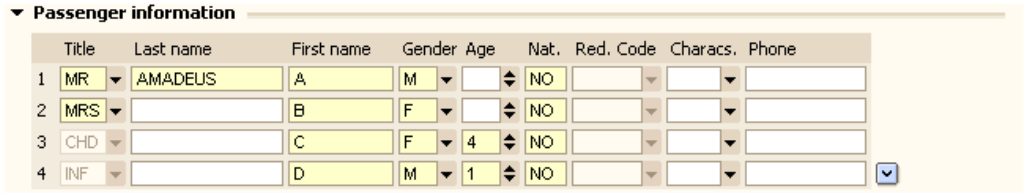
When the title is changed the gender is automatically changed:



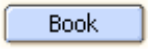
Gender for the children is changed by using the dropdown menu:

Age is mandatory for children.

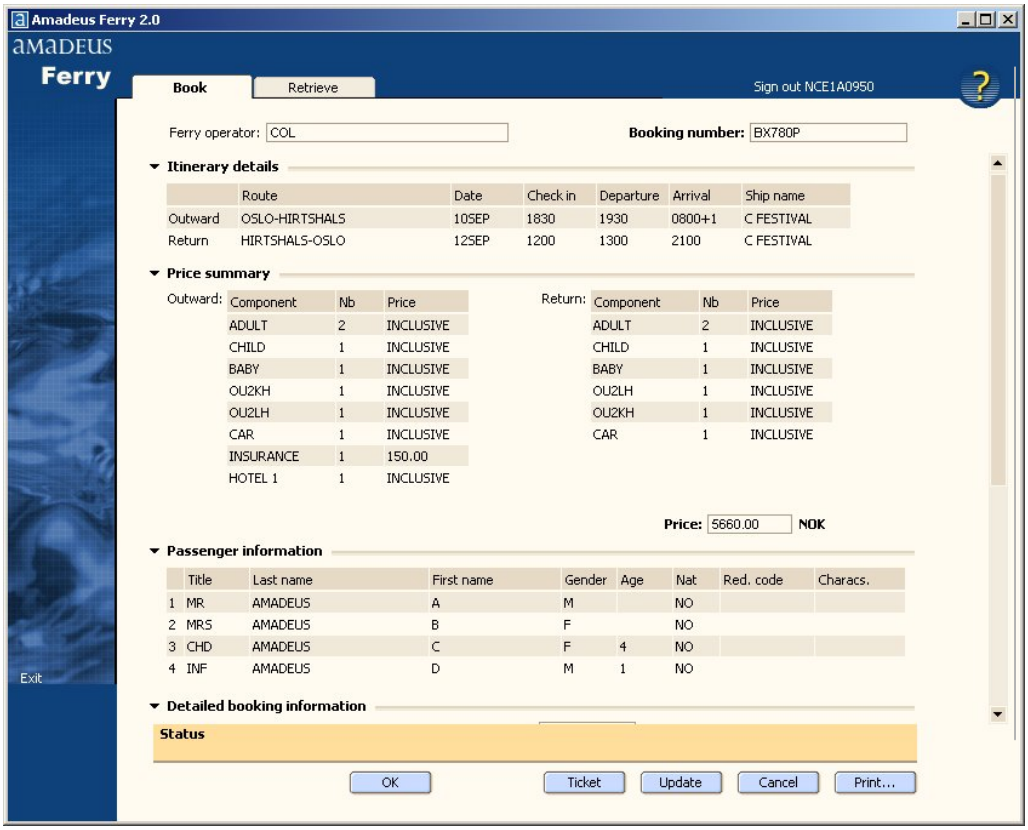
Nationality is mandatory for all passengers (two character ISO codes).



Finalize booking



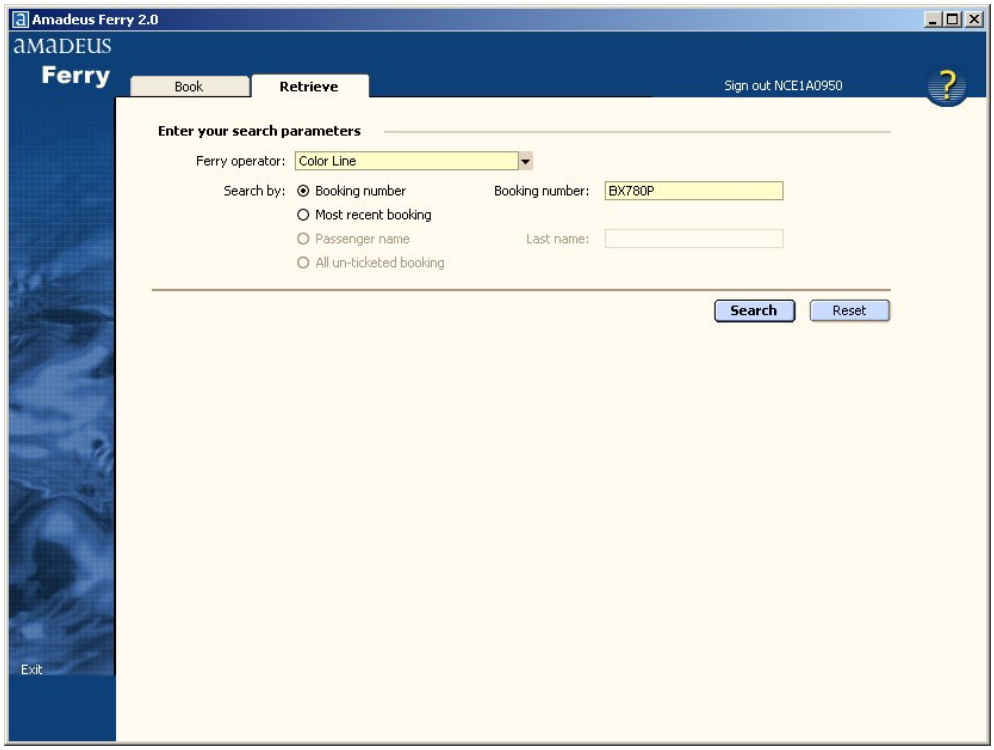
Click on the **BOOK** button.



The booking is now confirmed and a booking number has been assigned. The status line shows that the booking has not been ticketed.

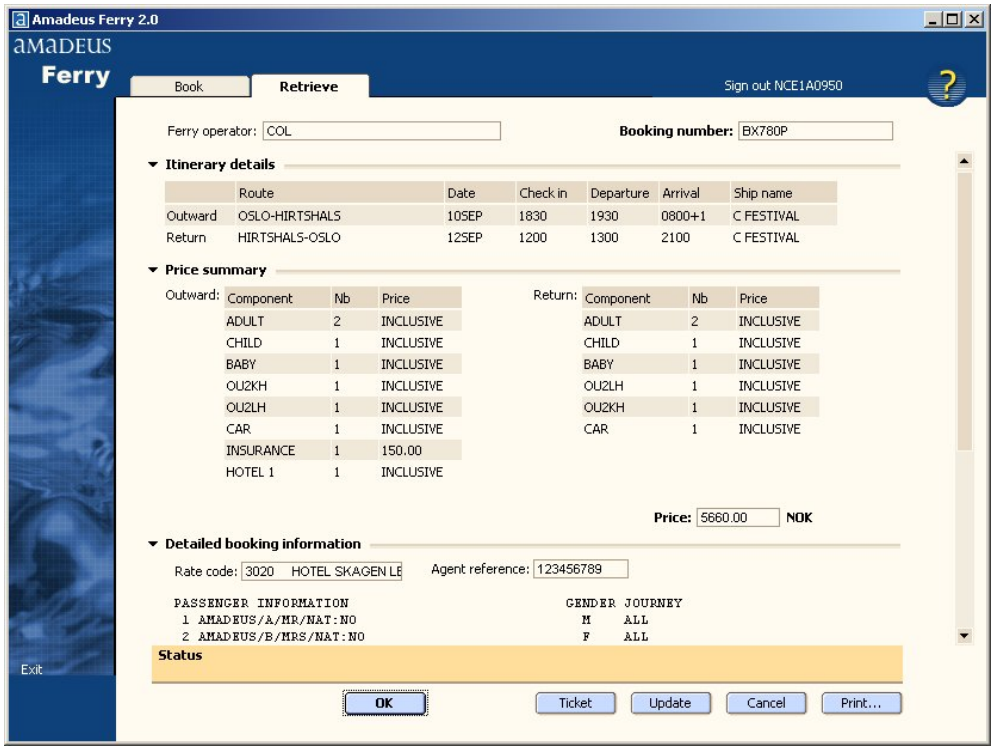
Retrieve a booking

Select ferry operator, if necessary, and type in booking number:

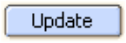


You may also select to retrieve the last booking made at your office.

Search Click on the **SEARCH** button.

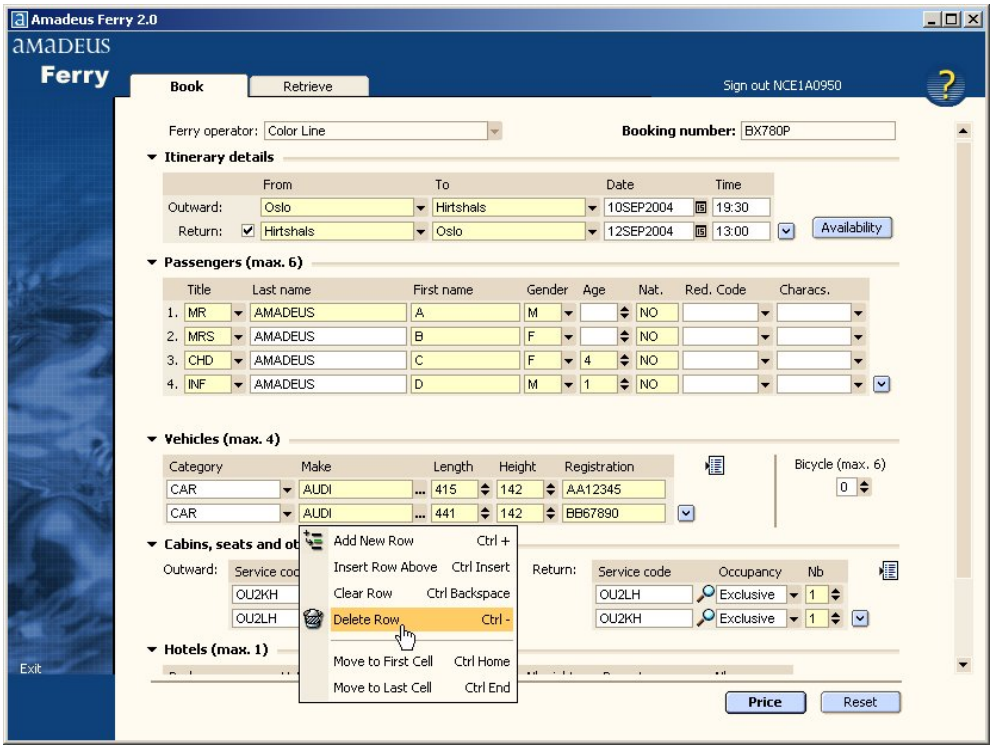


Modify a booking

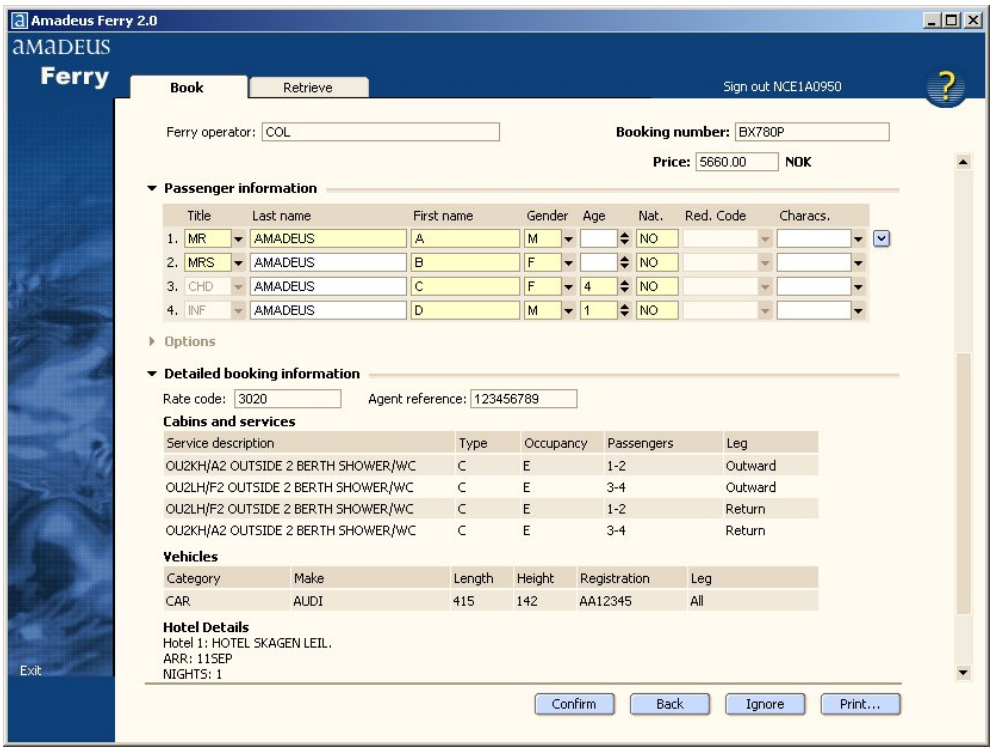


Click on the **UPDATE** button.

Delete one of the cars:



Price the modified booking by clicking on the **PRICE** button.

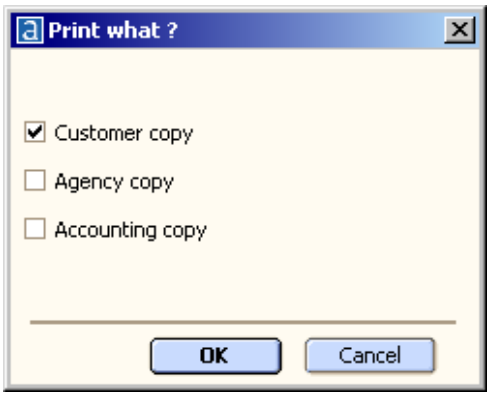


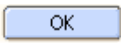
Confirm the change by clicking on the **CONFIRM** button.

The status line now shows that the modification has been confirmed:

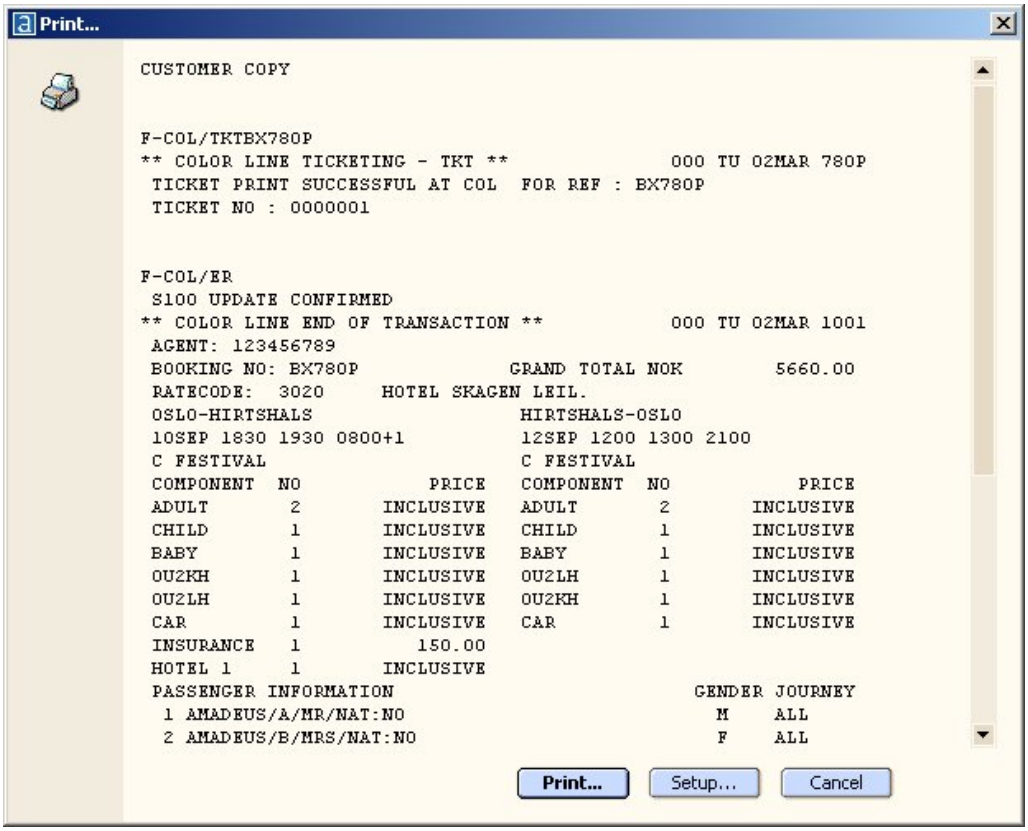
Ticket issuance

Click on the **TICKET** button to issue tickets.





Select the required copies and click **OK**.

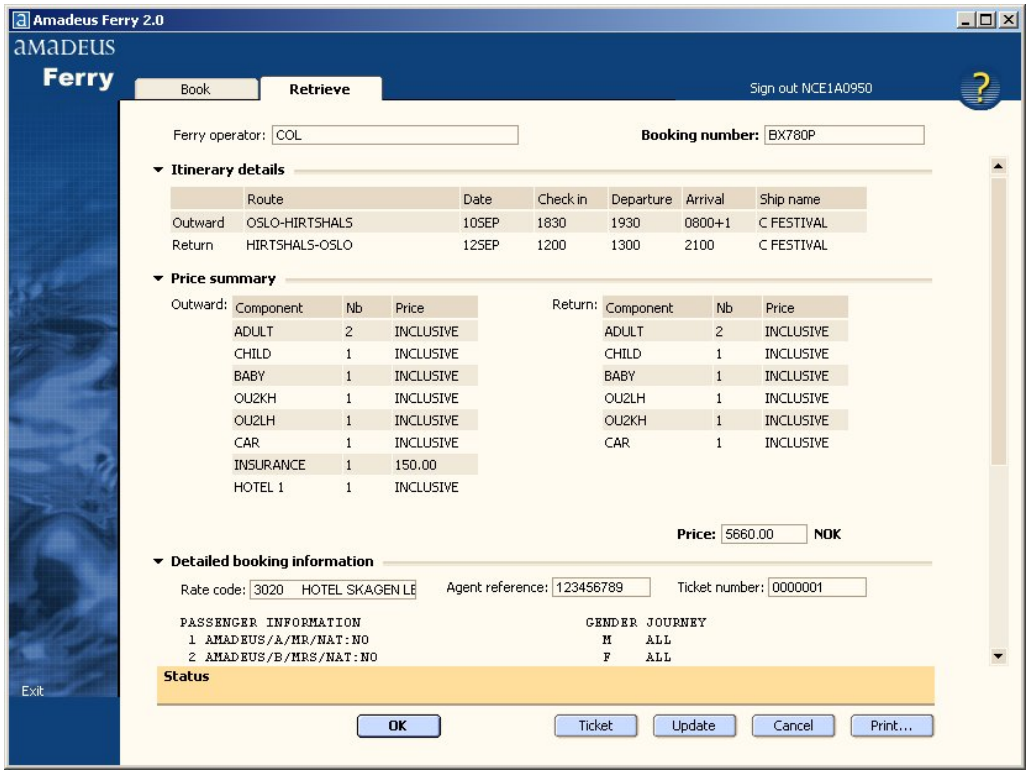

Print...
CUSTOMER COPY
F-COL/TKTBX780P
** COLOR LINE TICKETING - TKT ** 000 TU 02MAR 780P
TICKET PRINT SUCCESSFUL AT COL FOR REF : BX780P
TICKET NO : 0000001
F-COL/ER
S100 UPDATE CONFIRMED
** COLOR LINE END OF TRANSACTION ** 000 TU 02MAR 1001
AGENT: 123456789
BOOKING NO: BX780P GRAND TOTAL NOK 5660.00
RATECODE: 3020 HOTEL SKAGEN LEIL.
OSLO-HIRTSHALS HIRTSHALS-OSLO
10SEP 1830 1930 0800+1 12SEP 1200 1300 2100
C FESTIVAL C FESTIVAL
COMPONENT NO PRICE COMPONENT NO PRICE
ADULT 2 INCLUSIVE ADULT 2 INCLUSIVE
CHILD 1 INCLUSIVE CHILD 1 INCLUSIVE
BABY 1 INCLUSIVE BABY 1 INCLUSIVE
OU2KH 1 INCLUSIVE OU2LH 1 INCLUSIVE
OU2LH 1 INCLUSIVE OU2KH 1 INCLUSIVE
CAR 1 INCLUSIVE CAR 1 INCLUSIVE
INSURANCE 1 150.00
HOTEL 1 1 INCLUSIVE
PASSENGER INFORMATION GENDER JOURNEY
1 AMADEUS/A/MR/NAT:NO M ALL
2 AMADEUS/B/MRS/NAT:NO F ALL
Print...
Setup...
Cancel

To actually print the document click the **PRINT** button.

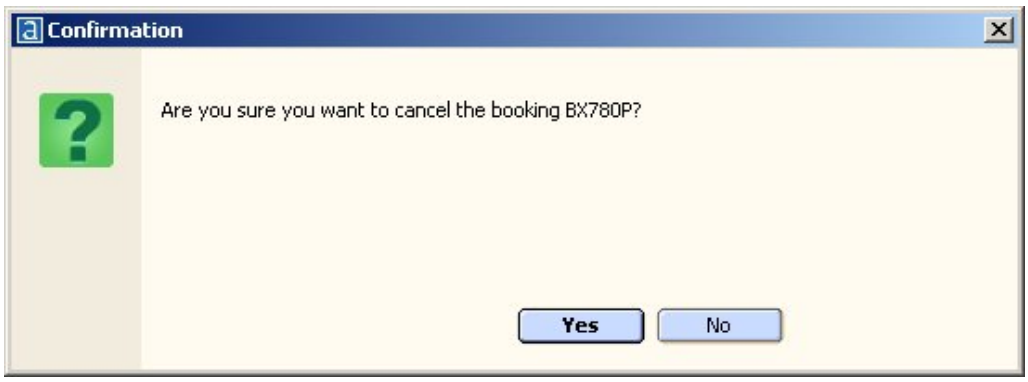
After successful print of ticket, the status line looks like this:

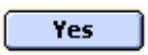
Cancelling a booking

After retrieving a booking:



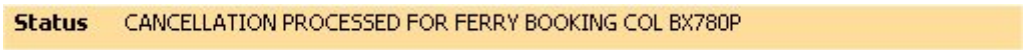
Click on the **CANCEL** button

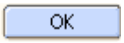




Confirm the cancellation, by clicking on the **YES** button.

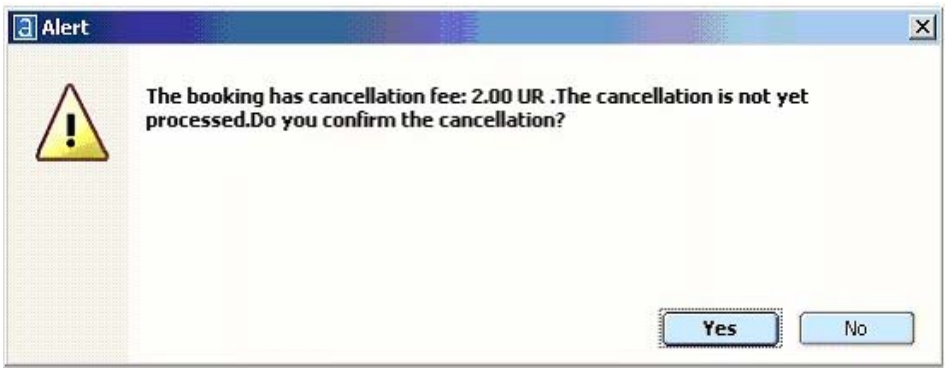
The status line now shows confirmation that the cancellation has been processed:

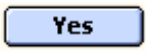




Click on **OK** to file the cancelled booking.

If a cancellation fee applies for the product booked, you will get a second warning:


Alert
The booking has cancellation fee: 2.00 UR .The cancellation is not yet processed.Do you confirm the cancellation?
Yes
No



Confirm the cancellation a second time, by clicking on **YES**.